

### **E-mail Real Time Updating:**

Jeppesen provides a Real Time Updating (RTU) service that is **included in your subscription**. Jeppesen finds the same importance of keeping the electronic charts updated as the paper charts (even though it is not demanded) to ensure safer navigation.

The general procedure for updating by e-mail is explained below. We do not know how each system work, as 90 different ECDIS/ECS systems use C-MAP inside.

You should check if your ECDIS/ECS system has the service enabled. If you beside our guidance follow the ECDIS/ECS manufacturers user manual, it should be fairly easy.

1. To perform the update you need to find the updating menu in your ECDIS. (Keywords: Automatically, semi-automatically updating, update by floppy, etc)
2. Save the order file (order.ord) or ('systemID'.ord) to the floppy disk.
3. Bring the floppy to an onboard communication computer and attach the file to an e-mail which you send to [updates@c-map.no](mailto:updates@c-map.no)
4. The request will then be automatically processed at the Jeppesen update server and the chart updates will be generated and sent to you within 10 min. (extension .ans). The files are generated from your system ID, chart coverage and last update date. These updates are unique for your system.
5. When you receive the attached update file(s), you save them to a floppy disk and bring them to the ECDIS.
6. Then you select get or install the updates from the updating menu.
7. The rest will proceed automatically, and you will get a note if successful.
8. The update log will tell you what is updated. (Keywords: Update Log, Review Updates, etc)

We suggest that you execute the procedures above together with other onboard scheduled e-mail sending to save time and cost by less handshake time.

Jeppesen recommend weekly updates because, this is the max frequency of similar NtM for paper charts, this is also the most economical, you stay clear of file size limits and it is easy to implement in onboard bridge procedures.

By this you have constant access to the most recent chart data additional to the CD/DVD update. However, you should still update the database by CD/DVD, as this is the only way to get access to new charts and new editions of charts. The RTU service only contains NtM.

The global updates are in the range of app. 150-200 kb a week. (Seldom more, seldom less) The service is working very well with nearly 100% successful connection rate.

The only challenge we experience for e-mail updating is when special hub/e-mail services with file size limitations are used. Then the first update can be a problem. I.e. if you have received a chart database CD/DVD two months ago, the first update would be about 1,5 MB. If there is an email size limit lower than this, the updates cannot be delivered onboard, even though the correct procedures are followed and everything is working at Jeppesens server.

If you want further information about RTU you can contact us at: [updatesupport@jeppesen.com](mailto:updatesupport@jeppesen.com) or look at our web site: [www.c-map.no/rtu](http://www.c-map.no/rtu)

We hope you get started with the Real Time Updating and that you find our service satisfying.